GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2344
ANSWERED ON:15.12.2004
INTRODUCTION OF TELEPHONE METER
Gohain Shri Rajen

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government is aware of large scale complaints/consumer cases against telephone bills which are erroneous;

(b) if so, whether the Government has any plans to introduce telephone meters at user-end similar to electricity meter and water meter;

(c) if so, the time by when it is likely to be implemented; and

(d) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d): The percentage of erroneous excess billing complaint in BSNL and MTNL is very small when compared to the large number of bills issued (0.06% and 0.12% respectively). Most of the exchanges are Digital Electronic and the meter readings of subscribers are maintained in the system itself, which is error free, reliable and secure. Therefore, there is no proposal to install individual meters like electricity meter/water meter at the residence of telephone subscribers. Besides, billing systems are progressively computerized to ensure correct telephone bills to maximum possible extent. Provision of home meters is technically not feasible and economically not viable.